

# **Town of North Hempstead Service Requests via 311 - by Community**

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
ALBERTSON	Administrative Services	Administrative Services	Adm Svc - Green Team	1	0
		<b>Administrative Services</b>		<b>1</b>	<b>0</b>
	<b>Administrative Services</b>			<b>1</b>	<b>0</b>
	Department of Public Safety	Animal Shelter	Animal Sh - Sign	1	2.0
		<b>Animal Shelter</b>		<b>1</b>	<b>2.0</b>
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	2.0
			Code - Court	1	0
			Code - Fence	1	0
			Code - Garbage	1	0
			Code - Litter	3	1.0
		<b>Code Enforcement</b>		<b>7</b>	<b>0.7</b>
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	5	5.6
		<b>Parking Enforcement</b>		<b>5</b>	<b>5.6</b>
	<b>Department of Public Safety</b>			<b>13</b>	<b>2.7</b>
	Department of Public Works	Highway Department	Hwy - Animal Sign - New Request	1	0
			Hwy - Basketball Stanchion	1	0
			Hwy - Complaint - Highway Employee / Vehicle	1	2.0
			Hwy - Miscellaneous	1	6.0
			Hwy - Pothole	4	2.5
			Hwy - Street Painting	1	1.0
			Hwy - Street Sign - Repair / Replace	2	6.5
			Hwy - Street Sweeping / Cleaning	1	7.0
			Hwy - Tree Branch / Debris Pickup	1	1.0
			Hwy - Tree Trimming / Removal Inspection	3	0
		<b>Highway Department</b>		<b>16</b>	<b>2.5</b>
		Street Lighting District	Street Light - Cable Break	1	1.0
			Street Light - Cycles On / Off	1	0
			Street Light - Light Out (Single)	1	7.0
			Street Light - Lights Out (Multiple)	1	22.0
			Street Light - On During Day	4	5.2
			Street Light - Pole Problem	1	1.0
		<b>Street Lighting District</b>		<b>9</b>	<b>5.8</b>
	<b>Department of Public Works</b>			<b>25</b>	<b>3.7</b>
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	1.0
		<b>Inter Municipal Affairs</b>		<b>1</b>	<b>1.0</b>
	<b>Inter Municipal Affairs</b>			<b>1</b>	<b>1.0</b>
	Planning and Building Department	Building Department	Bldg - Application Status	2	6.5
			Bldg - Certificate Status	1	0

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City	Department Description	Group Description	Type Description	Count	Response Days
ALBERTSON	Planning and Building Department	Building Department	Bldg - Construction Complaint	1	0
			Bldg - Illegal Housing	1	0
		<b>Building Department</b>		<b>5</b>	<b>2.6</b>
		<b>Planning and Building Department</b>		<b>5</b>	<b>2.6</b>
	Project Independence	Project Independence	PI - Health and Mental Health	2	13.5
			PI - Membership Registration	2	0
			PI - Miscellaneous	2	3.5
			PI - Program Registration	6	0.2
			PI - Taxi Service	42	0
			PI - Taxi Service Cancellation	4	0
			PI - Taxi Service Complaint	1	0
		<b>Project Independence</b>		<b>59</b>	<b>0.6</b>
		<b>Project Independence</b>		<b>59</b>	<b>0.6</b>
	Solid Waste Management	Solid Waste Management	SWMA - Compost SR	1	0
				<b>1</b>	<b>0</b>
		<b>Solid Waste Management</b>		<b>1</b>	<b>0</b>
	Supervisor's Office	Supervisor's Office	SupV - Airplane	18	0
			SupV - Helicopter	3	0
		<b>Supervisor's Office</b>		<b>21</b>	<b>0</b>
		<b>Supervisor's Office</b>		<b>21</b>	<b>0</b>
	<b>ALBERTSON</b>			<b>126</b>	<b>1.4</b>
ANN ARBOR	Project Independence	Project Independence	PI - Health and Mental Health	1	4.0
		<b>Project Independence</b>		<b>1</b>	<b>4.0</b>
	<b>Project Independence</b>			<b>1</b>	<b>4.0</b>
<b>ANN ARBOR</b>				<b>1</b>	<b>4.0</b>
BAXTER ESTATES	Project Independence	Project Independence	PI - Taxi Service	2	0
		<b>Project Independence</b>		<b>2</b>	<b>0</b>
	<b>Project Independence</b>			<b>2</b>	<b>0</b>
<b>BAXTER ESTATES</b>				<b>2</b>	<b>0</b>
BROOKLYN	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0
		<b>Animal Shelter</b>		<b>1</b>	<b>0</b>
	<b>Department of Public Safety</b>			<b>1</b>	<b>0</b>
<b>BROOKLYN</b>				<b>1</b>	<b>0</b>
CARLE PLACE	Department of Public Safety	Animal Shelter	Animal Sh - Menacing or Harrassing Dog	1	0
		<b>Animal Shelter</b>		<b>1</b>	<b>0</b>
		Code Enforcement	Code - Building Permit	1	6.0
		<b>Code Enforcement</b>		<b>1</b>	<b>6.0</b>
	<b>Department of Public Safety</b>			<b>2</b>	<b>3.0</b>
	Department of Public Works	Highway Department	Hwy - Pothole	2	1.5
			Hwy - Snow and Ice Control	2	2.0
			Hwy - Street Sweeping / Cleaning	1	0

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City	Department Description	Group Description	Type Description	Count	Response Days	
CARLE PLACE	Department of Public Works	Highway Department	Hwy - Tree Planting	1	0	
			Hwy - Tree Stump Removal	1	17.0	
			Hwy - Tree Trimming / Removal Inspection	2	0	
		Highway Department			9	2.7
		Street Lighting District	Street Light - Light Out (Single)	8	9.6	
			Street Light - Mark Out	6	6.2	
			Street Light - On During Day	1	7.0	
			Street Light - Pole Problem	2	13.5	
		Street Lighting District			17	8.7
		Department of Public Works			26	6.6
		Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	1.0
			Parks and Recreation Department			1
	Parks and Recreation Department			1	1.0	
	Project Independence	Project Independence	PI - Health and Mental Health	2	1.5	
			PI - Membership Registration	4	0	
			PI - Miscellaneous	2	0.5	
			PI - Program Registration	1	0	
			PI - Taxi Service	7	0	
			PI - Taxi Service Cancellation	1	0	
		Project Independence			17	0.2
		Project Independence			17	0.2
	Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	1	1.0	
			SWMA - Long Island Green Homes	1	0	
		Solid Waste Management			2	0.5
	Solid Waste Management			2	0.5	
CARLE PLACE				48	3.8	
EAST HILLS	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	2	0	
		Cat Shelter			2	0
	Department of Public Safety			2	0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	2.0	
		Inter Municipal Affairs			2	2.0
	Inter Municipal Affairs			2	2.0	
	Project Independence	Project Independence	PI - Household Maintenance	2	3.0	
			PI - Membership Registration	2	0	
			PI - Miscellaneous	2	1.5	
			PI - Taxi Service	12	0	
			PI - Taxi Service Cancellation	1	0	
			PI - Taxi Service Complaint	1	0	
		Project Independence			20	0.4

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City	Department Description	Group Description	Type Description	Count	Response Days
EAST HILLS	Project Independence			20	0.4
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0
		Solid Waste Management		1	0
	Solid Waste Management			1	0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	16	0
			SupV - Helicopter	5	0
		Supervisor's Office		21	0
	Supervisor's Office			21	0
EAST HILLS			46	0.3	
EAST WILLISTON	Department of Public Works	Highway Department	Hwy - Catch Basin	1	2.0
		Highway Department		1	2.0
		Street Lighting District	Street Light - Fixture Problem	1	11.0
		Street Lighting District		1	11.0
	Department of Public Works			2	6.5
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	26.0
		Inter Municipal Affairs		1	26.0
	Inter Municipal Affairs			1	26.0
	Project Independence	Project Independence	PI - Household Maintenance	2	2.0
			PI - Membership Registration	1	0
			PI - Program Registration	1	1.0
			PI - Taxi Service	7	0
			PI - Taxi Service Cancellation	2	0
		Project Independence		13	0.4
	Project Independence			13	0.4
EAST WILLISTON			16	2.8	
ELMONT	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0
		Animal Shelter		1	1.0
	Department of Public Safety			1	1.0
ELMONT			1	1.0	
FLORA PARK	Department of Public Works	Highway Department	Hwy - Pothole	1	15.0
		Highway Department		1	15.0
	Department of Public Works			1	15.0
FLORA PARK			1	15.0	
FLORAL PARK	Department of Public Safety	Code Enforcement	Code - No Plates / Inoperable Vehicle	1	0
		Code Enforcement		1	0
	Department of Public Safety			1	0
	Department of Public Works	Highway Department	Hwy - Street Painting	2	0
			Hwy - Street Sign - Repair / Replace	1	1.0
		Highway Department		3	0.3

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City	Department Description	Group Description	Type Description	Count	Response Days
FLORAL PARK	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	3	0
		<b>Street Lighting District</b>		<b>3</b>	<b>0</b>
		<b>Department of Public Works</b>		<b>6</b>	<b>0.2</b>
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	11.0
		<b>Inter Municipal Affairs</b>		<b>1</b>	<b>11.0</b>
	<b>Inter Municipal Affairs</b>			<b>1</b>	<b>11.0</b>
	Project Independence	Project Independence	PI - Membership Registration	2	0
			PI - Taxi Service	16	0
		<b>Project Independence</b>		<b>18</b>	<b>0</b>
	<b>Project Independence</b>			<b>18</b>	<b>0</b>
<b>FLORAL PARK</b>				<b>26</b>	<b>0.5</b>
FLORAL PARK CEN	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	6.0
		<b>Highway Department</b>		<b>1</b>	<b>6.0</b>
	<b>Department of Public Works</b>			<b>1</b>	<b>6.0</b>
<b>FLORAL PARK CEN</b>				<b>1</b>	<b>6.0</b>
FLORAL PARK CENTRE	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Commercial Parking	1	6.0
		<b>Parking Enforcement</b>		<b>1</b>	<b>6.0</b>
	<b>Department of Public Safety</b>			<b>1</b>	<b>6.0</b>
	Department of Public Works	Street Lighting District	Street Light - Cycles On / Off	1	15.0
			Street Light - On During Day	1	3.0
		<b>Street Lighting District</b>		<b>2</b>	<b>9.0</b>
	<b>Department of Public Works</b>			<b>2</b>	<b>9.0</b>
	Project Independence	Project Independence	PI - Taxi Service	4	0
			PI - Taxi Service Cancellation	1	0
		<b>Project Independence</b>		<b>5</b>	<b>0</b>
	<b>Project Independence</b>			<b>5</b>	<b>0</b>
<b>FLORAL PARK CENTRE</b>				<b>8</b>	<b>3.0</b>
FLOWER HILL	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	1.0
		<b>Highway Department</b>		<b>1</b>	<b>1.0</b>
		Street Lighting District	Street Light - Light Out (Single)	1	5.0
		<b>Street Lighting District</b>		<b>1</b>	<b>5.0</b>
	<b>Department of Public Works</b>			<b>2</b>	<b>3.0</b>
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	3.0
		<b>Inter Municipal Affairs</b>		<b>1</b>	<b>3.0</b>
	<b>Inter Municipal Affairs</b>			<b>1</b>	<b>3.0</b>
	Project Independence	Project Independence	PI - Financial Assistance	1	8.0
			PI - Taxi Service	19	0
			PI - Taxi Service Cancellation	1	0
		<b>Project Independence</b>		<b>21</b>	<b>0.4</b>
	<b>Project Independence</b>			<b>21</b>	<b>0.4</b>

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City	Department Description	Group Description	Type Description	Count	Response Days
FLOWER HILL	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
		<b>Supervisor's Office</b>		<b>1</b>	<b>0</b>
	<b>Supervisor's Office</b>			<b>1</b>	<b>0</b>
	<b>FLOWER HILL</b>			<b>25</b>	<b>0.7</b>
FLUSHING	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	1.0
		<b>Animal Shelter</b>		<b>1</b>	<b>1.0</b>
	<b>Department of Public Safety</b>			<b>1</b>	<b>1.0</b>
	<b>FLUSHING</b>			<b>1</b>	<b>1.0</b>
FREEPORT	Department of Public Safety	Code Enforcement	Code - Licensing	1	0
		<b>Code Enforcement</b>		<b>1</b>	<b>0</b>
	<b>Department of Public Safety</b>			<b>1</b>	<b>0</b>
	<b>FREEPORT</b>			<b>1</b>	<b>0</b>
GARDEN CITY	Department of Public Works	Highway Department	Hwy - Tree Planting	1	0
		<b>Highway Department</b>		<b>1</b>	<b>0</b>
		Street Lighting District	Street Light - Mark Out	2	5.0
		<b>Street Lighting District</b>		<b>2</b>	<b>5.0</b>
	<b>Department of Public Works</b>			<b>3</b>	<b>3.3</b>
	Project Independence	Project Independence	PI - Program Registration	1	0
			PI - Taxi Service	1	0
		<b>Project Independence</b>		<b>2</b>	<b>0</b>
		<b>Project Independence</b>		<b>2</b>	<b>0</b>
	<b>GARDEN CITY</b>			<b>5</b>	<b>2.0</b>
GARDEN CITY PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	7	0.4
			CommSvc - Seasonal Programs Registration	1	0
		<b>Community Services</b>		<b>8</b>	<b>0.4</b>
	<b>Community Services</b>			<b>8</b>	<b>0.4</b>
	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	3.0
			Animal Sh - Dog Defecation	1	0
		<b>Animal Shelter</b>		<b>2</b>	<b>1.5</b>
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	11.0
			Code - Court	1	0
			Code - Drop Off Bin	2	10.5
			Code - Graffiti	1	0
			Code - Handicap Parking	1	1.0
			Code - Miscellaneous	1	17.0
			Code - No Plates / Inoperable Vehicle	2	1.5
			Code - Noise	1	2.0
		<b>Code Enforcement</b>		<b>10</b>	<b>5.5</b>

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City	Department Description	Group Description	Type Description	Count	Response Days
GARDEN CITY PARK	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	3	7.3
		<b>Parking Enforcement</b>		<b>3</b>	<b>7.3</b>
		<b>Department of Public Safety</b>		<b>15</b>	<b>5.3</b>
	Department of Public Works	Highway Department	Hwy - Abandoned Vehicle	1	8.0
			Hwy - Curb Repair	1	0
			Hwy - Dead Animal Pickup	2	4.0
			Hwy - Pothole	2	1.0
			Hwy - Snow and Ice Control	1	1.0
			Hwy - Street Sign - Repair / Replace	1	5.0
			Hwy - Tree Planting	4	0
			Hwy - Tree Stump Removal	3	12.3
			Hwy - Tree Trimming / Removal Inspection	4	0
		<b>Highway Department</b>		<b>19</b>	<b>3.2</b>
		Street Lighting District	Street Light - Cycles On / Off	1	7.0
			Street Light - Fixture Problem	1	0
			Street Light - Light Out (Single)	11	11.4
			Street Light - Lights Out (Multiple)	2	0
			Street Light - Mark Out	1	7.0
			Street Light - On During Day	2	24.0
			Street Light - Pole Problem	1	0
		<b>Street Lighting District</b>		<b>19</b>	<b>9.8</b>
	<b>Department of Public Works</b>			<b>38</b>	<b>6.5</b>
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	4.5
		<b>Inter Municipal Affairs</b>		<b>2</b>	<b>4.5</b>
	<b>Inter Municipal Affairs</b>			<b>2</b>	<b>4.5</b>
	Planning and Building Department	Building Department	Bldg - Application Status	5	3.6
			Bldg - Certificate Status	1	0
			Bldg - Illegal Housing	3	0
			Bldg - Inspection Request	1	0
			Bldg - Suspect Work Without a Permit	1	0
		<b>Building Department</b>		<b>11</b>	<b>1.6</b>
	<b>Planning and Building Department</b>			<b>11</b>	<b>1.6</b>
	Project Independence	Project Independence	PI - Health and Mental Health	2	5.5
			PI - Household Maintenance	2	8.0
			PI - Membership Registration	6	0
			PI - Miscellaneous	2	3.5
			PI - Program Registration	2	1.0
			PI - Snow Removal	2	2.0
			PI - Taxi Service	70	0

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City	Department Description	Group Description	Type Description	Count	Response Days
GARDEN CITY PARK	Project Independence	Project Independence	PI - Taxi Service Cancellation	5	0
			PI - Taxi Service Complaint	1	0
		Project Independence		92	0.4
	Project Independence			92	0.4
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0
			SWMA - Long Island Green Homes	1	0
		Solid Waste Management		2	0
	Solid Waste Management			2	0
	GARDEN CITY PARK			168	2.4
GARDEN CITY SOUTH	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
GARDEN CITY SOUTH			1	0	
GARDEN CITY park	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	0
		Parking Enforcement		1	0
	Department of Public Safety			1	0
GARDEN CITY park			1	0	
GLEN OAKS	Department of Public Safety	Code Enforcement	Code - Licensing	1	0
		Code Enforcement		1	0
	Department of Public Safety			1	0
GLEN OAKS			1	0	
GLENWOOD LANDING	Department of Public Works	Street Lighting District	Street Light - Mark Out	2	3.5
		Street Lighting District		2	3.5
	Department of Public Works			2	3.5
GLENWOOD LANDING			2	3.5	
GREAT NECK	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	0
		Adminstrative Services		1	0
		Adminstrative Services			1
	Community Services	Community Services	CommSvc - Misc SR	1	6.0
		Community Services		1	6.0
		Community Services			1
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0
			Animal Sh - Misc	1	12.0
		Animal Shelter		2	6.0
		Cat Shelter	Cat Shelter - Feral Cats	2	10.5
		Cat Shelter		2	10.5
		Code Enforcement	Code - Court	1	0
			Code - Miscellaneous	2	4.5
			Code - No Plates / Inoperable Vehicle	1	17.0



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City	Department Description	Group Description	Type Description	Count	Response Days	
GREAT NECK	Department of Public Safety	Code Enforcement	Code - Signs	1	0	
			Code - Snow/Ice Removal	1	2.0	
		Code Enforcement			6	4.7
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	2	2.0	
		Parking Enforcement			2	2.0
	Department of Public Safety			12	5.4	
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	2.0	
			Hwy - Dead Animal Pickup	2	4.5	
			Hwy - Miscellaneous	1	2.0	
			Hwy - Pothole	1	8.0	
			Hwy - Shopping Cart	1	2.0	
			Hwy - Snow and Ice Control	1	2.0	
			Hwy - Street Sweeping / Cleaning	1	0	
			Hwy - Tree Branch / Debris Pickup	2	1.0	
			Hwy - Tree Trimming / Removal Inspection	3	0	
		Highway Department			13	2.1
		Street Lighting District	Street Light - Fixture Problem	2	6.0	
			Street Light - Light Out (Single)	4	2.0	
			Street Light - Lights Out (Multiple)	5	8.2	
			Street Light - On During Day	1	13.0	
		Street Lighting District			12	6.2
		Department of Public Works			25	4.0
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	2	4.5
	OIC - Inter Municipal SR			2	0	
	Inter Municipal Affairs			4	2.2	
	Inter Municipal Affairs			4	2.2	
	Planning and Building Department	Building Department	Bldg - Application Status	3	1.0	
			Bldg - Construction Complaint	2	21.5	
			Bldg - Suspect Work Without a Permit	3	0	
		Building Department			8	5.8
		Planning Department	Planning - From Transfer	1	0	
		Planning Department			1	0
	Planning and Building Department			9	5.1	
	Project Independence	Project Independence	PI - Caregiver Support	3	2.3	
			PI - Health and Mental Health	37	1.3	
			PI - Household Maintenance	1	1.0	
			PI - Membership Registration	8	0	
			PI - Miscellaneous	4	1.8	
			PI - Taxi Service	208	0.0	
			PI - Taxi Service Cancellation	18	0	

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GREAT NECK	Project Independence	Project Independence	PI - Taxi Service Complaint	1	1.0	
			PI - Transportation/Mobility Mgmt Info	2	0.5	
		Project Independence			282	0.3
	Project Independence			282	0.3	
	Solid Waste Management	Solid Waste Management	SWMA - Long Island Green Homes	1	1.0	
		Solid Waste Management			1	1.0
	Solid Waste Management			1	1.0	
	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0	
			SupV - Thank You from Constituent	1	0	
		Supervisor's Office			2	0
	Supervisor's Office			2	0	
GREAT NECK				337	0.9	
GREAT NECK ESTATES	Community Services	Community Services	CommSvc - Bus Booking for Group	2	4.0	
		Community Services			2	4.0
		Community Services			2	4.0
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0	
		Animal Shelter			1	0
	Department of Public Safety			1	0	
	Project Independence	Project Independence	PI - Health and Mental Health	2	8.5	
			PI - Household Maintenance	1	1.0	
			PI - Membership Registration	2	0	
			PI - Taxi Service	21	0	
			PI - Taxi Service Cancellation	2	0	
			PI - Taxi Service Complaint	1	1.0	
		Project Independence			29	0.7
	Project Independence			29	0.7	
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0	
		Supervisor's Office			1	0
		Supervisor's Office			1	0
GREAT NECK ESTATES				33	0.8	
GREAT NECK PLAZA	Community Services	Community Services	CommSvc - Bus Pickup Schedule	1	0	
			CommSvc - Seasonal Programs Registration	2	0	
		Community Services			3	0
	Community Services			3	0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0	
			OIC - Inter Municipal SR	2	1.5	
		Inter Municipal Affairs			3	1.0
	Inter Municipal Affairs			3	1.0	
	Project Independence	Project Independence	PI - Caregiver Support	1	8.0	
			PI - Food and Hunger	1	6.0	
PI - Health and Mental Health			14	0.4		

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
GREAT NECK PLAZA	Project Independence	Project Independence	PI - Membership Registration	7	0	
			PI - Miscellaneous	1	2.0	
			PI - Taxi Service	79	0.0	
			PI - Taxi Service Cancellation	11	0	
			PI - Taxi Service Complaint	1	0	
	Project Independence			115	0.2	
	Project Independence			115	0.2	
	Solid Waste Management	Solid Waste Management	SWMA - Long Island Green Homes	1	2.0	
		Solid Waste Management			1	2.0
	Solid Waste Management			1	2.0	
GREAT NECK PLAZA				122	0.2	
GREAT NECKK	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence			1	0
	Project Independence			1	0	
GREAT NECKK				1	0	
GREENVALE	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	2.0	
			Animal Sh - Unleashed - Stray Dog	1	0	
		Animal Shelter			2	1.0
		Code Enforcement	Code - Court	1	0	
			Code - Drop Off Bin	1	1.0	
			Code - Fence	1	9.0	
			Code - Miscellaneous	1	4.0	
			Code - Unlawful Property Use	1	0	
		Code Enforcement			5	2.8
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	4.0	
	Parking Enforcement			1	4.0	
	Department of Public Safety			8	2.5	
	Department of Public Works	Highway Department	Hwy - Curb Repair	1	0	
		Highway Department			1	0
	Department of Public Works			1	0	
	Planning and Building Department	Building Department	Bldg - Employee Complaint	1	0	
			Bldg - Suspect Work Without a Permit	1	0	
		Building Department			2	0
	Planning and Building Department			2	0	
GREENVALE				11	1.8	
HAUPPAUGE	Project Independence	Project Independence	PI - Miscellaneous	1	0	
		Project Independence			1	0
	Project Independence			1	0	
HAUPPAUGE				1	0	

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
HEMPSTEAD	Project Independence	Project Independence	PI - Program Registration	1	0
		<b>Project Independence</b>		<b>1</b>	<b>0</b>
		<b>Project Independence</b>		<b>1</b>	<b>0</b>
	<b>HEMPSTEAD</b>			<b>1</b>	<b>0</b>
HERRICKS	Community Services	Community Services	CommSvc - Bus Pickup Cancel	5	0.2
			CommSvc - Bus Pickup Schedule	2	1.0
			CommSvc - Misc SR	2	1.0
		<b>Community Services</b>		<b>9</b>	<b>0.6</b>
	<b>Community Services</b>			<b>9</b>	<b>0.6</b>
	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		<b>Cat Shelter</b>		<b>1</b>	<b>0</b>
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	0
			Code - Overgrown Vegetation	1	7.0
			Code - Property Maintenance	1	7.0
		<b>Code Enforcement</b>		<b>3</b>	<b>4.7</b>
	<b>Department of Public Safety</b>			<b>4</b>	<b>3.5</b>
	Department of Public Works	Highway Department	Hwy - Curb Repair	1	0
			Hwy - Street Sign - Repair / Replace	1	22.0
			Hwy - Street Sweeping / Cleaning	2	0.5
			Hwy - Tree Stump Removal	1	0
			Hwy - Tree Trimming / Removal Inspection	1	0
		<b>Highway Department</b>		<b>6</b>	<b>3.8</b>
		Street Lighting District	Street Light - Cycles On / Off	3	3.0
			Street Light - Fixture Problem	1	0
			Street Light - Light Out (Single)	6	3.7
			Street Light - Lights Out (Multiple)	14	3.4
		<b>Street Lighting District</b>		<b>24</b>	<b>3.2</b>
	<b>Department of Public Works</b>			<b>30</b>	<b>3.4</b>
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	2	3.0
		<b>Inter Municipal Affairs</b>		<b>2</b>	<b>3.0</b>
	<b>Inter Municipal Affairs</b>			<b>2</b>	<b>3.0</b>
	Planning and Building Department	Building Department	Bldg - Application Status	2	1.5
			Bldg - From Transfer	1	0
			Bldg - Inspection Request	1	0
			Bldg - Suspect Work Without a Permit	1	4.0
		<b>Building Department</b>		<b>5</b>	<b>1.4</b>
	<b>Planning and Building Department</b>			<b>5</b>	<b>1.4</b>
	Project Independence	Project Independence	PI - Financial Assistance	1	5.0
			PI - Health and Mental Health	1	7.0
			PI - Membership Registration	6	0

# **Town of North Hempstead Service Requests via 311 - by Community**

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
HERRICKS	Project Independence	Project Independence	PI - Miscellaneous	2	5.5
			PI - NORC SR	2	0
			PI - Program Registration	1	0
			PI - Taxi Service	32	0
			PI - Taxi Service Cancellation	2	0
		Project Independence		47	0.5
	Project Independence		47	0.5	
HERRICKS				97	1.6
HOLLIS	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	2	0.5
		Animal Shelter		2	0.5
	Department of Public Safety		2	0.5	
HOLLIS				2	0.5
HUNTINGTON STATION	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety		1	0	
HUNTINGTON STATION				1	0
KENSINGTON	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services		1	0	
	Project Independence	Project Independence	PI - Health and Mental Health	1	2.0
			PI - Taxi Service	1	0
		Project Independence		2	1.0
	Project Independence		2	1.0	
KENSINGTON				3	0.7
KEW GARDENS	Project Independence	Project Independence	PI - Health and Mental Health	1	0
		Project Independence		1	0
	Project Independence		1	0	
KEW GARDENS				1	0
KINGS POINT	Project Independence	Project Independence	PI - Health and Mental Health	6	0
			PI - Taxi Service	18	0.3
			PI - Taxi Service Cancellation	1	0
		Project Independence		25	0.2
	Project Independence		25	0.2	
KINGS POINT				25	0.2
LAKE SUCCESS	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services		1	0	
	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	9.0
		Cat Shelter		1	9.0
	Department of Public Safety		1	9.0	

# **Town of North Hempstead Service Requests via 311 - by Community**

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
LAKE SUCCESS	Department of Public Works	Highway Department	Hwy - Snow and Ice Control	1	0
		Highway Department		1	0
		Department of Public Works		1	0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	1.0
		Inter Municipal Affairs		2	1.0
	Inter Municipal Affairs		2	1.0	
	Project Independence	Project Independence	PI - Membership Registration	1	0
			PI - Taxi Service	6	0
		Project Independence		7	0
	Project Independence		7	0	
LAKE SUCCESS				12	0.9
LINDENHURST	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	1.0
		Animal Shelter		1	1.0
	Department of Public Safety		1	1.0	
LINDENHURST				1	1.0
LOCUST VALLEY	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety		1	0	
LOCUST VALLEY				1	0
MANHASSET	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	5	0
		Adminstrative Services		5	0
		Adminstrative Services		5	0
	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services		1	0	
	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	3.0
			Animal Sh - Menacing or Harrassing Dog	1	6.0
			Animal Sh - Unleashed - Stray Dog	1	5.0
		Animal Shelter		3	4.7
		Code Enforcement	Code - After Hours/Weekend Construction	1	2.0
			Code - Building Permit	2	8.5
			Code - Court	6	0
			Code - Drop Off Bin	1	1.0
			Code - Handicap Parking	1	0
			Code - Licensing	1	6.0
			Code - Miscellaneous	2	1.5
			Code - Property Maintenance	1	2.0
			Code - Sidewalk Obstruction	1	2.0
	Code - Signs		5	3.2	

# **Town of North Hempstead Service Requests via 311 - by Community**

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
MANHASSET	Department of Public Safety	Code Enforcement	Code - Snow/Ice Removal	1	0	
			Code - Water Flow / Accumulation	1	4.0	
		Code Enforcement			23	2.3
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	4	2.0	
		Parking Enforcement			4	2.0
	Department of Public Safety			30	2.5	
	Department of Public Works	Highway Department	Hwy - Curb Repair	1	0	
			Hwy - Dead Animal Pickup	1	3.0	
			Hwy - Miscellaneous	2	3.5	
			Hwy - Pothole	4	2.2	
			Hwy - Snow and Ice Control	1	1.0	
			Hwy - Street Sign - New Request	1	0	
			Hwy - Street Sign - Repair / Replace	9	8.1	
			Hwy - Tree Branch / Debris Pickup	1	1.0	
			Hwy - Tree Stump Removal	2	0	
			Hwy - Tree Trimming / Removal Inspection	4	0	
		Highway Department			26	3.6
		Street Lighting District	Street Light - Cycles On / Off	1	7.0	
			Street Light - Fixture Problem	3	1.0	
			Street Light - Light Out (Single)	4	17.0	
			Street Light - Lights Out (Multiple)	5	2.0	
			Street Light - Mark Out	2	3.0	
			Street Light - Misc Problems	1	13.0	
			Street Light - On During Day	3	2.0	
			Street Light - Pole Problem	5	3.4	
		Street Lighting District			24	5.4
	Department of Public Works			50	4.5	
	Housing Authority	Housing Authority	Housing - Appliance	3	6.0	
			Housing - Electrical	1	6.0	
			Housing - High Priority SR	1	9.0	
			Housing - Misc Carpentry	1	0	
			Housing - Misc SR	3	3.7	
			Housing - Pest Control	2	1.0	
			Housing - Plumbing	3	1.3	
		Housing Authority			14	3.6
	Housing Authority			14	3.6	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	2.7	
		Inter Municipal Affairs			3	2.7
	Inter Municipal Affairs			3	2.7	

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MANHASSET	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	2	1.5
		Parks and Recreation Department		2	1.5
		Parks and Recreation Department		2	1.5
	Planning and Building Department	Building Department	Bldg - Application Status	4	2.5
			Bldg - Certificate Status	1	0
			Bldg - Construction Complaint	2	9.5
			Bldg - From Transfer	1	0
			Bldg - Illegal Housing	1	0
			Bldg - Suspect Work Without a Permit	4	0
			Building Department		13
		Planning and Building Department		13	2.2
	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Household Maintenance	1	0
			PI - Membership Registration	6	0
			PI - Miscellaneous	1	1.0
			PI - Taxi Service	51	0
			PI - Taxi Service Cancellation	4	0
		Project Independence		64	0.0
	Project Independence		64	0.0	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	2	2.0
			SWMA - From Transfer	1	0
			SWMA - Garbage Not Picked Up	3	0
			SWMA - Long Island Green Homes	1	1.0
		Solid Waste Management		7	0.7
	Solid Waste Management		7	0.7	
	Supervisor's Office	Supervisor's Office	SupV - Airplane	2	0
			SupV - Helicopter	6	0
			SupV - Thank You from Constituent	3	0
		Supervisor's Office		11	0
	Supervisor's Office		11	0	
MANHASSET				200	2.0
MANHASSET HILLS	Department of Public Safety	Code Enforcement	Code - Property Maintenance	1	2.0
		Code Enforcement		1	2.0
	Department of Public Safety		1	2.0	
	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	0
			Street Light - Lights Out (Multiple)	2	0
			Street Light - Mark Out	2	17.0
			Street Light - Pole Problem	1	5.0
		Street Lighting District		6	6.5



# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MANHASSET HILLS	Department of Public Works			6	6.5
	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
MANHASSET HILLS				8	5.1
MANHASSETT	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
MANHASSETT				1	0
MANORHAVEN	Community Services	Community Services	CommSvc - Bus Pickup Schedule	1	0
		Community Services		1	0
	Community Services			1	0
	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
	Department of Public Safety			1	0
	Department of Public Works	Highway Department	Hwy - Pothole	1	1.0
			Hwy - Tree Fallen - Emergency	1	4.0
		Highway Department		2	2.5
	Department of Public Works			2	2.5
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	1.0
		Inter Municipal Affairs		1	1.0
	Inter Municipal Affairs			1	1.0
	Project Independence	Project Independence	PI - Caregiver Support	1	6.0
			PI - Health and Mental Health	2	1.0
			PI - Membership Registration	2	0
			PI - Miscellaneous	1	0
			PI - Taxi Service	52	0
			PI - Taxi Service Cancellation	4	0
			Project Independence		62
	Project Independence			62	0.1
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
			SupV - Thank You from Constituent	2	0
		Supervisor's Office		3	0
	Supervisor's Office			3	0
MANORHAVEN				70	0.2
MERRICK	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0
		Animal Shelter		1	1.0
	Department of Public Safety			1	1.0
MERRICK				1	1.0

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MINEOLA	Community Services	Community Services	CommSvc - Bus Pickup Schedule	3	0
			CommSvc - Seasonal Programs Registration	1	0
		Community Services		4	0
	Community Services			4	0
	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	3.0
		Animal Shelter		1	3.0
		Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
		Code Enforcement	Code - Drop Off Bin	1	1.0
		Code Enforcement		1	1.0
	Department of Public Safety			3	1.3
	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	1.0
			Street Light - Lights Out (Multiple)	2	0
			Street Light - On During Day	1	0
		Street Lighting District		4	0.2
	Department of Public Works			4	0.2
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	3.0
		Inter Municipal Affairs		1	3.0
	Inter Municipal Affairs			1	3.0
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	2.0
		Parks and Recreation Department		1	2.0
	Parks and Recreation Department			1	2.0
	Project Independence	Project Independence	PI - Financial Assistance	1	0
			PI - Food and Hunger	1	0
			PI - Health and Mental Health	1	2.0
			PI - Household Maintenance	2	1.5
			PI - Membership Registration	18	0
			PI - Miscellaneous	2	4.0
			PI - Program Registration	4	0.2
			PI - Taxi Service	105	0
			PI - Taxi Service Cancellation	5	0
			PI - Transportation/Mobility Mgmt Info	1	0
		Project Independence		140	0.1
	Project Independence			140	0.1
	Solid Waste Management	Solid Waste Management	SWMA - Long Island Green Homes	3	0.3
		Solid Waste Management		3	0.3
	Solid Waste Management			3	0.3

# **Town of North Hempstead Service Requests via 311 - by Community**

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
MINEOLA	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
			SupV - Helicopter	1	0
		Supervisor's Office		2	0
	Supervisor's Office			2	0
MINEOLA				158	0.2
MONEOLA	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
MONEOLA				1	0
MUNSEY PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	0
		Community Services		1	0
		Community Services		1	0
	Department of Public Safety	Animal Shelter	Animal Sh - Menacing or Harrassing Dog	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
	Project Independence	Project Independence	PI - Membership Registration	2	0
			PI - Miscellaneous	1	0
			PI - Program Registration	1	1.0
		Project Independence		4	0.2
Project Independence			4	0.2	
MUNSEY PARK				6	0.2
N NEW HYDE PARK	Department of Public Works	Street Lighting District	Street Light - Mark Out	3	13.0
		Street Lighting District		3	13.0
	Department of Public Works			3	13.0
N NEW HYDE PARK				3	13.0
NAHASSET HILLS	Department of Public Works	Highway Department	Hwy - Street Drainage / Flooding	1	0
		Highway Department		1	0
	Department of Public Works			1	0
NAHASSET HILLS				1	0
NEW CASLTE	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	0
		Street Lighting District		1	0
	Department of Public Works			1	0
NEW CASLTE				1	0
NEW CASSEL	Community Services	Community Services	CommSvc - Bus Pickup Cancel	5	0
			CommSvc - Bus Pickup Schedule	1	0
		Community Services		6	0
	Community Services			6	0
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	2	0.5
Animal Sh - Lost Animal			2	0.5	

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days		
NEW CASSEL	Department of Public Safety	Animal Shelter	Animal Sh - Misc	1	1.0		
			Animal Sh - Unleashed - Stray Dog	4	2.8		
		Animal Shelter			9	1.6	
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	3	3.3		
			Code - Court	8	0		
			Code - Drop Off Bin	2	1.0		
			Code - Fence	71	0		
			Code - Garbage	5	6.0		
			Code - Leaves Accumulation	1	2.0		
			Code - Licensing	3	0		
			Code - Litter	1	7.0		
			Code - Miscellaneous	7	5.9		
			Code - No Plates / Inoperable Vehicle	13	5.7		
			Code - Overgrown Vegetation	2	6.0		
			Code - Property Maintenance	5	0.4		
			Code - Sidewalk Obstruction	2	3.5		
			Code - Signs	1	0		
			Code - Storage and Display	1	0		
			Code - Unlawful Property Use	2	0		
			Code Enforcement			127	1.5
			Parking Enforcement	Prkg Enfrc - Commercial Parking	1	7.0	
		Prkg Enfrc - Parking Violations Complaint		1	4.0		
		Parking Enforcement			2	5.5	
	Department of Public Safety			138	1.5		
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	0		
			Hwy - Miscellaneous	2	0		
			Hwy - Pothole	2	4.5		
			Hwy - Street Drainage / Flooding	2	1.0		
			Hwy - Street Sign - New Request	1	0		
			Hwy - Street Sign - Repair / Replace	4	13.2		
			Hwy - Tree Branch / Debris Pickup	1	0		
			Hwy - Tree Planting	1	0		
			Hwy - Tree Stump Removal	2	0		
			Hwy - Tree Trimming / Removal Inspection	4	0		
		Highway Department			20	3.2	
		Street Lighting District	Street Light - Light Out (Single)	8	2.9		
			Street Light - Lights Out (Multiple)	3	2.0		
			Street Light - Mark Out	1	1.0		
		Street Lighting District			12	2.5	
		Department of Public Works			32	2.9	

# **Town of North Hempstead Service Requests via 311 - by Community**

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
NEW CASSEL	Housing Authority	Housing Authority	Housing - Electrical	2	7.5
			Housing - High Priority SR	1	1.0
			Housing - Misc SR	3	6.3
			Housing - Pest Control	2	15.5
			Housing - Plumbing	3	8.0
		Housing Authority		11	8.2
	Housing Authority			11	8.2
	Planning and Building Department	Building Department	Bldg - Application Status	1	1.0
			Bldg - Illegal Housing	5	0.2
		Building Department		6	0.3
	Planning and Building Department			6	0.3
	Project Independence	Project Independence	PI - Financial Assistance	1	0
			PI - Membership Registration	2	0
			PI - Program Registration	1	0
			PI - Taxi Service	30	0
		Project Independence		34	0
	Project Independence			34	0
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	1.0
		Solid Waste Management		1	1.0
	Solid Waste Management			1	1.0
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
		Supervisor's Office		1	0
	Supervisor's Office			1	0
NEW CASSEL				229	1.7
NEW CASSLE	Department of Public Works	Highway Department	Hwy - Street Drainage / Flooding	1	0
		Highway Department		1	0
	Department of Public Works			1	0
NEW CASSLE				1	0
NEW CASTLE	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	8.0
		Highway Department		1	8.0
	Department of Public Works			1	8.0
NEW CASTLE				1	8.0
NEW Cassel	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works			1	0
NEW Cassel				1	0
NEW HYDE PARK	Community Services	Community Services	CommSvc - Seasonal Programs Registration	6	0
		Community Services		6	0
	Community Services			6	0
	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	2.0
Animal Shelter		1	2.0		

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
NEW HYDE PARK	Department of Public Safety	Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	3.0
			Code - Drop Off Bin	1	1.0
			Code - Garbage	1	0
			Code - Snow/Ice Removal	1	0
		Code Enforcement		4	1.0
	Department of Public Safety			5	1.2
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	1.0
			Hwy - Curb Repair	1	0
			Hwy - Grass Cut / Mow	1	10.0
			Hwy - Plow Damage	1	1.0
			Hwy - Pothole	2	1.0
			Hwy - Street Sign - Repair / Replace	2	6.5
			Hwy - Street Sweeping / Cleaning	1	4.0
			Hwy - Tree Trimming / Removal Inspection	4	5.2
		Highway Department		13	4.0
		Street Lighting District	Street Light - Cycles On / Off	2	4.0
			Street Light - Fixture Problem	1	0
			Street Light - Light Out (Single)	11	6.3
			Street Light - Lights Out (Multiple)	6	4.5
			Street Light - Mark Out	2	6.5
			Street Light - On During Day	2	6.5
			Street Light - Pole Problem	1	1.0
			Street Lighting District		25
		Department of Public Works			38
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	4.0
		Inter Municipal Affairs		1	4.0
	Inter Municipal Affairs			1	4.0
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	1	5.0
			Park - Miscellaneous	1	0
		Parks and Recreation Department		2	2.5
	Parks and Recreation Department			2	2.5
	Planning and Building Department	Building Department	Bldg - Application Status	4	3.5
			Bldg - Construction Complaint	1	7.0
			Bldg - Illegal Housing	2	0
		Building Department		7	3.0
		Planning Department	Planning - Questions needing Answers	1	1.0
			Planning - Scheduling for a Planner	1	2.0
		Planning Department		2	1.5
	Planning and Building Department			9	2.7
	Project Independence	Project Independence	PI - Financial Assistance	1	7.0

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW HYDE PARK	Project Independence	Project Independence	PI - Health and Mental Health	2	4.5	
			PI - Household Maintenance	3	0.7	
			PI - Membership Registration	8	0	
			PI - Miscellaneous	3	1.3	
			PI - NORC SR	3	0	
			PI - Program Registration	8	1.4	
			PI - Snow Removal	2	3.0	
			PI - Taxi Service	66	0	
			PI - Taxi Service Cancellation	4	0	
		Project Independence			100	0.4
	Project Independence			100	0.4	
	Solid Waste Management	Solid Waste Management	SWMA - From Transfer	1	2.0	
			SWMA - Long Island Green Homes	1	0	
		Solid Waste Management			2	1.0
	Solid Waste Management			2	1.0	
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0	
		Supervisor's Office			1	0
	Supervisor's Office			1	0	
NEW HYDE PARK				164	1.6	
NO NEW HYDE PARK	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	1.0	
		Highway Department			1	1.0
		Street Lighting District	Street Light - Cycles On / Off	1	12.0	
			Street Light - Light Out (Single)	1	1.0	
			Street Light - On During Day	1	8.0	
		Street Lighting District			3	7.0
	Department of Public Works			4	5.5	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	6.0	
		Inter Municipal Affairs			1	6.0
	Inter Municipal Affairs			1	6.0	
	Solid Waste Management	Solid Waste Management	SWMA - From Transfer	1	0	
		Solid Waste Management			1	0
	Solid Waste Management			1	0	
	NO NEW HYDE PARK				6	4.7
NORTH HILLS	Community Services	Community Services	CommSvc - Bus Pickup Schedule	2	1.0	
		Community Services			2	1.0
	Community Services			2	1.0	
	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	0	
		Street Lighting District			1	0
Department of Public Works			1	0		

# **Town of North Hempstead Service Requests via 311 - by Community**

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
NORTH HILLS	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		<b>Inter Municipal Affairs</b>		<b>1</b>	<b>0</b>
	<b>Inter Municipal Affairs</b>			<b>1</b>	<b>0</b>
	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Membership Registration	6	0
			PI - Miscellaneous	1	1.0
			PI - Taxi Service	51	0
			PI - Taxi Service Cancellation	5	0
			PI - Transportation/Mobility Mgmt Info	2	1.5
		<b>Project Independence</b>		<b>66</b>	<b>0.1</b>
	<b>Project Independence</b>			<b>66</b>	<b>0.1</b>
	Solid Waste Management	Solid Waste Management	SWMA - Compost SR	1	0
			SWMA - Long Island Green Homes	2	0
		<b>Solid Waste Management</b>		<b>3</b>	<b>0</b>
	<b>Solid Waste Management</b>			<b>3</b>	<b>0</b>
	<b>NORTH HILLS</b>			<b>73</b>	<b>0.1</b>
NORTH NEW HYDE PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0.5
			CommSvc - Bus Pickup Schedule	1	1.0
			CommSvc - Seasonal Programs Registration	7	0
		<b>Community Services</b>		<b>10</b>	<b>0.2</b>
	<b>Community Services</b>			<b>10</b>	<b>0.2</b>
	Department of Public Safety	Animal Shelter	Animal Sh - Dog Defecation	1	2.0
			Animal Sh - Found Animal	1	0
		<b>Animal Shelter</b>		<b>2</b>	<b>1.0</b>
		Cat Shelter	Cat Shelter - Feral Cats	1	0
		<b>Cat Shelter</b>		<b>1</b>	<b>0</b>
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	3	5.7
			Code - Court	2	0
			Code - Drop Off Bin	2	1.0
			Code - Licensing	1	1.0
			Code - Miscellaneous	2	11.0
			Code - No Plates / Inoperable Vehicle	1	0
			Code - Property Maintenance	1	0
			Code - Signs	1	0
			Code - Snow/Ice Removal	1	0
			Code - Water Flow / Accumulation	1	3.0
		<b>Code Enforcement</b>		<b>15</b>	<b>3.0</b>
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	2	5.0
		<b>Parking Enforcement</b>		<b>2</b>	<b>5.0</b>
	<b>Department of Public Safety</b>			<b>20</b>	<b>2.8</b>



# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
NORTH NEW HYDE PARK	Department of Public Works	Highway Department	Hwy - Curb Repair	2	0.5	
			Hwy - Miscellaneous	1	0	
			Hwy - Street Sign - Repair / Replace	1	6.0	
			Hwy - Tree Branch / Debris Pickup	4	2.2	
			Hwy - Tree Planting	4	0	
			Hwy - Tree Removal Objection	1	1.0	
			Hwy - Tree Stump Removal	3	0	
			Hwy - Tree Trimming / Removal Inspection	11	0.6	
		Highway Department			27	0.9
		Street Lighting District	Street Light - Cycles On / Off	5	2.4	
			Street Light - Fixture Problem	2	0	
			Street Light - Light Out (Single)	22	9.9	
			Street Light - Lights Out (Multiple)	2	0	
			Street Light - Mark Out	4	9.5	
			Street Light - Misc Problems	1	0	
			Street Light - On During Day	5	5.6	
			Street Light - Pole Problem	3	13.7	
		Street Lighting District			44	7.7
		Department of Public Works			71	5.1
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	2.0
			Inter Municipal Affairs			1
		Inter Municipal Affairs			1	2.0
		Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	0
			Parks and Recreation Department			1
		Parks and Recreation Department			1	0
		Planning and Building Department	Building Department	Bldg - Application Status	7	2.4
	Bldg - Certificate Status			1	0	
	Bldg - Construction Complaint			1	5.0	
	Bldg - Illegal Housing			4	3.5	
	Bldg - Inspection Request			1	4.0	
	Bldg - Retaining Wall			1	0	
	Bldg - Suspect Work Without a Permit			7	1.0	
	Building Department			22	2.1	
	Planning and Building Department			22	2.1	
	Project Independence	Project Independence	PI - Call Back Request	1	2.0	
			PI - Caregiver Support	1	1.0	
			PI - Health and Mental Health	8	1.2	
			PI - Household Maintenance	2	6.0	
			PI - Membership Registration	8	0	
			PI - Miscellaneous	2	0.5	

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
NORTH NEW HYDE PARK	Project Independence	Project Independence	PI - NORC SR	10	0.1	
			PI - Program Registration	9	0.4	
			PI - Snow Removal	7	2.0	
			PI - Taxi Service	74	0	
			PI - Taxi Service Cancellation	7	0	
			PI - Taxi Service Complaint	2	3.5	
		Project Independence			131	0.4
	Project Independence			131	0.4	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	3	0.3	
			SWMA - Long Island Green Homes	1	0	
		Solid Waste Management			4	0.2
	Solid Waste Management			4	0.2	
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0	
		Supervisor's Office			1	0
	Supervisor's Office			1	0	
NORTH NEW HYDE PARK				261	2.0	
OLD WESTBURY	Project Independence	Project Independence	PI - Miscellaneous	1	0	
		Project Independence			1	0
	Project Independence			1	0	
OLD WESTBURY				1	0	
OYSTER BAY	Planning and Building Department	Building Department	Bldg - Employee Complaint	1	0	
		Building Department			1	0
	Planning and Building Department			1	0	
OYSTER BAY				1	0	
PLAINVIEW	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0	
		Animal Shelter			1	0
		Department of Public Safety			1	0
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	1.0	
		Parks and Recreation Department			1	1.0
	Parks and Recreation Department			1	1.0	
PLAINVIEW				2	0.5	
PLANDOME	Project Independence	Project Independence	PI - Miscellaneous	1	0	
		Project Independence			1	0
	Project Independence			1	0	
PLANDOME				1	0	
PLANDOME HEIGHTS	Project Independence	Project Independence	PI - Miscellaneous	1	2.0	
		Project Independence			1	2.0
	Project Independence			1	2.0	
PLANDOME HEIGHTS				1	2.0	

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
PLRT WASHINGTON	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	2.0	
		Street Lighting District		1	2.0	
		Department of Public Works		1	2.0	
	PLRT WASHINGTON			1	2.0	
PORT WASHINGTON	Adminstrative Services	Adminstrative Services	Adm Svc - From Transfer	1	0	
			Adm Svc - Green Team	1	0	
			Adm Svc - PW Parking - Broken Meter	7	1.4	
		Adminstrative Services		9	1.1	
		Adminstrative Services		9	1.1	
	Community Services	Community Services	CommSvc - Bus Pickup Schedule	2	1.0	
			CommSvc - Seasonal Programs Registration	2	0	
		Community Services		4	0.5	
	Community Services			4	0.5	
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Barking Dog	1	2.0
				Animal Sh - Dog Defecation	1	3.0
				Animal Sh - Lost Animal	1	1.0
				Animal Sh - Sign	1	3.0
				Animal Sh - Surrender a dog	1	0
				Animal Sh - Unleashed - Stray Dog	1	1.0
		Animal Shelter		6	1.7	
		Cat Shelter	Cat Shelter - Feral Cats	1	24.0	
		Cat Shelter		1	24.0	
		Code Enforcement	Code Enforcement	Code - Commercial Vehicle stored on Residential Property	2	13.0
				Code - Court	2	0
				Code - Garbage	2	0
				Code - Leaves Accumulation	1	0
				Code - Licensing	1	0
				Code - Litter	2	6.5
				Code - Miscellaneous	1	0
				Code - No Plates / Inoperable Vehicle	6	2.7
				Code - Noise	1	2.0
				Code - Property Maintenance	3	4.3
	Code - Signs			1	0	
	Code - Storage and Display			2	6.5	
	Code - Unlawful Property Use			1	0	
	Code Enforcement			25	3.3	

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days		
PORT WASHINGTON	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Call Back Request	1	3.0		
			Prkg Enfrc - Commercial Parking	3	1.3		
		Parking Enforcement			4	1.8	
		Department of Public Safety			36	3.4	
	Department of Public Works	Department of Public Works	DPW - Mill Pond Project	1	0		
		Department of Public Works			1	0	
		Highway Department	Hwy - Animal Sign - New Request	1	0		
			Hwy - Complaint - Highway Employee / Vehicle	2	2.0		
			Hwy - Dead Animal Pickup	7	2.3		
			Hwy - Miscellaneous	8	3.2		
			Hwy - Pothole	6	1.3		
			Hwy - Pothole Filled Without Request	9	1.7		
			Hwy - Snow and Ice Control	2	1.0		
			Hwy - Street Sign - New Request	2	0		
			Hwy - Street Sign - Repair / Replace	11	14.3		
			Hwy - Street Sweeping / Cleaning	1	5.0		
			Hwy - Tree Branch / Debris Pickup	1	3.0		
			Hwy - Tree Planting	4	0		
			Hwy - Tree Stump Removal	4	8.5		
			Hwy - Tree Trimming / Removal Inspection	7	0.7		
			Highway Department			65	4.2
			Street Lighting District	Street Light - Cycles On / Off	2	1.5	
		Street Light - Fixture Problem		1	9.0		
		Street Light - Light Out (Single)		19	7.0		
		Street Light - Lights Out (Multiple)		11	6.0		
		Street Light - Mark Out		8	8.6		
		Street Light - New Light Request		1	0		
		Street Light - On During Day		13	5.4		
		Street Light - Pole Problem		1	0		
		Street Lighting District			56	6.2	
		Department of Public Works			122	5.1	
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	5.0	
			Inter Municipal Affairs			1	5.0
		Inter Municipal Affairs			1	5.0	
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	1	0		
			Park - Miscellaneous	1	1.0		
		Parks and Recreation Department			2	0.5	
	Parks and Recreation Department			2	0.5		
	Planning and Building Department	Building Department	Bldg - Application Status	2	3.0		
			Bldg - Certificate Status	2	0		

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
PORT WASHINGTON	Planning and Building Department	Building Department	Bldg - Construction Complaint	3	8.7
			Bldg - Illegal Housing	3	0
			Bldg - Inspection Request	1	0
			Bldg - Suspect Work Without a Permit	4	12.5
		Building Department		15	5.5
	Planning and Building Department			15	5.5
	Project Independence	Project Independence	PI - Caregiver Support	3	8.0
			PI - Health and Mental Health	2	0
			PI - Household Maintenance	3	1.7
			PI - Membership Registration	12	0
			PI - Miscellaneous	5	2.2
			PI - Program Registration	3	1.7
			PI - Snow Removal	4	0.8
			PI - Taxi Service	189	0
			PI - Taxi Service Cancellation	12	0
		Project Independence		233	0.2
	Project Independence			233	0.2
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	2	1.5
			SWMA - Garbage Not Picked Up	1	0
			SWMA - Long Island Green Homes	2	0
		Solid Waste Management		5	0.6
	Solid Waste Management			5	0.6
	Supervisor's Office	Supervisor's Office	SupV - Airplane	6	0
			SupV - Complaint - Other Employee	1	1.0
			SupV - Helicopter	6	0
		Supervisor's Office		13	0.1
	Supervisor's Office			13	0.1
PORT WASHINGTON				440	2.0
PORT WASHINGTON NORTH	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	1.0
		Community Services		1	1.0
	Community Services			1	1.0
	Department of Public Safety	Code Enforcement	Code - No Plates / Inoperable Vehicle	1	0
		Code Enforcement		1	0
	Department of Public Safety			1	0
	Project Independence	Project Independence	PI - Health and Mental Health	1	7.0
			PI - Household Maintenance	1	2.0
			PI - Taxi Service	29	0
			PI - Taxi Service Cancellation	1	0
Project Independence		32	0.3		
Project Independence			32	0.3	

# **Town of North Hempstead Service Requests via 311 - by Community**

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
PORT WASHINGTON NORTH	Supervisor's Office	Supervisor's Office	SupV - Helicopter	17	0
		<b>Supervisor's Office</b>		<b>17</b>	<b>0</b>
	<b>Supervisor's Office</b>			<b>17</b>	<b>0</b>
	<b>PORT WASHINGTON NORTH</b>			<b>51</b>	<b>0.2</b>
PORT WASHINGTON NY	Project Independence	Project Independence	PI - Taxi Service	1	0
		<b>Project Independence</b>		<b>1</b>	<b>0</b>
	<b>Project Independence</b>			<b>1</b>	<b>0</b>
	<b>PORT WASHINGTON NY</b>			<b>1</b>	<b>0</b>
PORT WASHINTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		<b>Project Independence</b>		<b>1</b>	<b>0</b>
	<b>Project Independence</b>			<b>1</b>	<b>0</b>
	<b>PORT WASHINTON</b>			<b>1</b>	<b>0</b>
PORT WASINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		<b>Project Independence</b>		<b>1</b>	<b>0</b>
	<b>Project Independence</b>			<b>1</b>	<b>0</b>
	<b>PORT WASINGTON</b>			<b>1</b>	<b>0</b>
PORTWASHINGTON	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	0
		<b>Street Lighting District</b>		<b>1</b>	<b>0</b>
	<b>Department of Public Works</b>			<b>1</b>	<b>0</b>
	Planning and Building Department	Building Department	Bldg - Retaining Wall	1	0
		<b>Building Department</b>		<b>1</b>	<b>0</b>
	<b>Planning and Building Department</b>			<b>1</b>	<b>0</b>
	Project Independence	Project Independence	PI - Taxi Service	1	0
		<b>Project Independence</b>		<b>1</b>	<b>0</b>
	<b>Project Independence</b>			<b>1</b>	<b>0</b>
	<b>PORTWASHINGTON</b>			<b>3</b>	<b>0</b>
PT WASHINGTON	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	6.0
		<b>Street Lighting District</b>		<b>1</b>	<b>6.0</b>
	<b>Department of Public Works</b>			<b>1</b>	<b>6.0</b>
	<b>PT WASHINGTON</b>			<b>1</b>	<b>6.0</b>
Port Washington	Department of Public Works	Highway Department	Hwy - Street Sign - Remove	1	0
		<b>Highway Department</b>		<b>1</b>	<b>0</b>
	<b>Department of Public Works</b>			<b>1</b>	<b>0</b>
	<b>Port Washington</b>			<b>1</b>	<b>0</b>
ROAD	Department of Public Safety	Code Enforcement	Code - Signs	1	3.0
		<b>Code Enforcement</b>		<b>1</b>	<b>3.0</b>
	<b>Department of Public Safety</b>			<b>1</b>	<b>3.0</b>
	<b>ROAD</b>			<b>1</b>	<b>3.0</b>

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
ROSLY HEIGHT	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	0
		Street Lighting District		1	0
	Department of Public Works			1	0
ROSLY HEIGHT				1	0
ROSLYN	Department of Public Safety	Code Enforcement	Code - Drop Off Bin	1	7.0
		Code Enforcement		1	7.0
	Department of Public Safety			1	7.0
	Department of Public Works	Highway Department	Hwy - Grass Cut / Mow	1	0
			Hwy - Street Sign - Repair / Replace	2	22.0
		Highway Department		3	14.7
		Street Lighting District	Street Light - Mark Out	1	1.0
			Street Lighting District		1
	Department of Public Works			4	11.2
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	5	1.8
		Inter Municipal Affairs		5	1.8
	Inter Municipal Affairs			5	1.8
	Planning and Building Department	Building Department	Bldg - Application Status	1	5.0
			Bldg - Construction Complaint	1	0
		Building Department		2	2.5
	Planning and Building Department			2	2.5
	Project Independence	Project Independence	PI - Taxi Service	23	0
			PI - Taxi Service Cancellation	2	0
			PI - Volunteer	1	1.0
		Project Independence		26	0.0
	Project Independence			26	0.0
ROSLYN				38	1.8
ROSLYN ESTATES	Project Independence	Project Independence	PI - Membership Registration	1	0
			PI - Miscellaneous	1	6.0
			PI - Taxi Service	3	0
		Project Independence		5	1.2
	Project Independence			5	1.2
	Supervisor's Office	Supervisor's Office	SupV - Airplane	5	0
			SupV - Helicopter	1	0
		Supervisor's Office		6	0
	Supervisor's Office			6	0
	ROSLYN ESTATES				11
ROSLYN HARBOR	Department of Public Safety	Animal Shelter	Animal Sh - Menacing or Harrassing Dog	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN HARBOR	Project Independence	Project Independence	PI - Miscellaneous	1	0	
			PI - Taxi Service	6	0	
		Project Independence			7	0
	Project Independence			7	0	
ROSLYN HARBOR				8	0	
ROSLYN HEIGHTS	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	2.0	
		Animal Shelter			1	2.0
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	0	
			Code - Fence	1	0	
			Code - Garbage	3	4.3	
			Code - Handicap Parking	1	0	
			Code - Miscellaneous	1	0	
			Code - Signs	3	7.3	
			Code - Snow/Ice Removal	1	0	
			Code - Unlawful Property Use	2	7.0	
		Code Enforcement			13	3.8
	Department of Public Safety			14	3.6	
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	7.0	
			Hwy - Snow and Ice Control	1	2.0	
			Hwy - Street Sign - Repair / Replace	1	22.0	
			Hwy - Tree Fallen - Emergency	1	4.0	
			Hwy - Tree Stump Removal	1	0	
			Hwy - Tree Trimming / Removal Inspection	3	0	
		Highway Department			8	4.4
		Street Lighting District	Street Light - Cycles On / Off	2	4.5	
			Street Light - Light Out (Single)	9	5.8	
			Street Light - Lights Out (Multiple)	2	17.5	
			Street Light - Mark Out	6	1.0	
			Street Light - On During Day	3	5.0	
		Street Lighting District			22	5.3
		Department of Public Works			30	5.1
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	2	2.0
			Inter Municipal Affairs			2
		Inter Municipal Affairs				2
	Planning and Building Department	Building Department	Bldg - Application Status	2	1.5	
			Bldg - Construction Complaint	1	0	
			Bldg - Illegal Housing	2	1.5	



# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
ROSLYN HEIGHTS	Planning and Building Department	Building Department	Bldg - Inspection Request	1	0
			Bldg - Suspect Work Without a Permit	2	9.0
	Building Department		8	3.0	
	Planning and Building Department			8	3.0
	Project Independence	Project Independence	PI - Food and Hunger	1	0
			PI - Household Maintenance	1	0
			PI - Membership Registration	4	0
			PI - Taxi Service	28	0
			PI - Taxi Service Complaint	1	1.0
			Project Independence		35
	Project Independence			35	0.0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
		Supervisor's Office		1	0
	Supervisor's Office			1	0
ROSLYN HEIGHTS				90	2.6
ROSLYN HTS	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	22.0
		Highway Department		1	22.0
	Department of Public Works		1	22.0	
ROSLYN HTS				1	22.0
ROSLYN harbor	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs		1	0	
ROSLYN harbor				1	0
RSOLYN HEIGHTS	Department of Public Works	Street Lighting District	Street Light - On During Day	1	3.0
		Street Lighting District		1	3.0
	Department of Public Works		1	3.0	
RSOLYN HEIGHTS				1	3.0
RUSSELL GARDENS	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	7.0
		Street Lighting District		1	7.0
	Department of Public Works		1	7.0	
	Project Independence	Project Independence	PI - Membership Registration	2	0
			PI - Taxi Service	7	0
			PI - Taxi Service Cancellation	1	0
			Project Independence		10
Project Independence			10	0	
RUSSELL GARDENS				11	0.6
SADDLE ROCK	Project Independence	Project Independence	PI - Health and Mental Health	1	1.0
		Project Independence		1	1.0
	Project Independence		1	1.0	
SADDLE ROCK				1	1.0

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
SANDS POINT	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0	
		Community Services		1	0	
	Community Services			1	0	
	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
	SANDS POINT			2	0	
SANDS PONT	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
SANDS PONT			1	0		
SEARINGTON	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	5.0	
		Inter Municipal Affairs		1	5.0	
	Inter Municipal Affairs			1	5.0	
SEARINGTON			1	5.0		
SEARINGTOWN	Community Services	Community Services	CommSvc - Seasonal Programs Registration	2	0	
		Community Services		2	0	
	Community Services			2	0	
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0	
			Animal Sh - Unleashed - Stray Dog	1	1.0	
		Animal Shelter		2	1.0	
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	2	6.5	
			Code - Litter	1	0	
		Code Enforcement		3	4.3	
		Department of Public Safety			5	3.0
	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	2.0	
			Hwy - Pothole	1	2.0	
			Hwy - Street Sign - Repair / Replace	1	12.0	
			Hwy - Tree Trimming / Removal Inspection	1	0	
		Highway Department			4	4.0
		Street Lighting District	Street Light - Fixture Problem	1	0	
			Street Light - Light Out (Single)	6	2.7	
			Street Light - Lights Out (Multiple)	3	0	
			Street Light - Mark Out	1	6.0	
		Street Lighting District			11	2.0
	Department of Public Works			15	2.5	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	6.0	
		Inter Municipal Affairs		1	6.0	
	Inter Municipal Affairs			1	6.0	
	Planning and Building Department	Building Department	Bldg - Application Status	1	4.0	

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
SEARINGTOWN	Planning and Building Department	Building Department	Bldg - Construction Complaint	1	17.0
			Bldg - Illegal Housing	1	14.0
			Bldg - Inspection Request	1	0
		Building Department		4	8.8
	Planning and Building Department			4	8.8
	Project Independence	Project Independence	PI - Health and Mental Health	1	4.0
			PI - Membership Registration	3	0
			PI - Program Registration	1	1.0
			PI - Taxi Service	8	0
		Project Independence		13	0.4
	Project Independence			13	0.4
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
		Supervisor's Office		1	0
	Supervisor's Office			1	0
SEARINGTOWN				41	2.4
THOMASTON	Project Independence	Project Independence	PI - Health and Mental Health	5	0
			PI - Taxi Service	1	0
		Project Independence		6	0
	Project Independence			6	0
	Solid Waste Management	Solid Waste Management	SWMA - Compost SR	1	0
			SWMA - Long Island Green Homes	2	2.5
		Solid Waste Management		3	1.7
	Solid Waste Management			3	1.7
THOMASTON				9	0.6
UNIONDALE	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	1.0
		Animal Shelter		1	1.0
	Department of Public Safety			1	1.0
UNIONDALE				1	1.0
UNIVERSITY GARDENS	Department of Public Safety	Code Enforcement	Code - Court	1	0
			Code - Property Maintenance	1	1.0
		Code Enforcement		2	0.5
	Department of Public Safety			2	0.5
	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	4.0
		Highway Department		1	4.0
		Street Lighting District	Street Light - Cycles On / Off	1	7.0
			Street Light - Fixture Problem	2	3.5
			Street Light - Light Out (Single)	2	7.0
			Street Light - Mark Out	1	6.0
			Street Light - Pole Problem	1	6.0
		Street Lighting District		7	5.7
	Department of Public Works			8	5.5

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
UNIVERSITY GARDENS	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	5.0
			OIC - Inter Municipal SR	1	5.0
		Inter Municipal Affairs		2	5.0
		Inter Municipal Affairs		2	5.0
	Project Independence	Project Independence	PI - Taxi Service	3	0
			PI - Volunteer	1	7.0
		Project Independence		4	1.8
	Project Independence		4	1.8	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	2.0
			Solid Waste Management		1
		Solid Waste Management		1	2.0
	UNIVERSITY GARDENS				17
UNKNOWN	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	0
		Parks and Recreation Department		1	0
	Parks and Recreation Department		1	0	
UNKNOWN				1	0
WESTBURY	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	1.0
		Adminstrative Services		1	1.0
		Adminstrative Services		1	1.0
	Community Services	Community Services	CommSvc - Bus Pickup Cancel	3	0
			CommSvc - Bus Pickup Schedule	2	0
			CommSvc - Misc SR	1	0
			CommSvc - Seasonal Programs Registration	1	0
			CommSvc - Volunteering for General Programs	1	2.0
			Community Services		8
		Community Services		8	0.2
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	2	2.0
			Animal Sh - Misc	1	7.0
			Animal Sh - Unleashed - Stray Dog	1	5.0
			Animal Shelter		4
		Code Enforcement	Code - Court	3	0
			Code - Fence	2	3.5
			Code - Litter	1	0
			Code - No Plates / Inoperable Vehicle	2	1.5
			Code - Noise	1	0
			Code - Signs	1	25.0
			Code Enforcement		10
	Department of Public Safety		14	3.6	
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	12.0
			Hwy - Curb Repair	1	0

# **Town of North Hempstead Service Requests via 311 - by Community**

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days	
WESTBURY	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0	
			Hwy - Street Sweeping / Cleaning	1	0	
			Hwy - Tree Branch / Debris Pickup	1	0	
			Hwy - Tree Stump Removal	10	5.1	
			Hwy - Tree Trimming / Removal Inspection	2	0	
		Highway Department			17	3.7
		Street Lighting District	Street Light - Light Out (Single)	1	1.0	
			Street Light - Lights Out (Multiple)	2	10.5	
			Street Light - Mark Out	1	0	
		Street Lighting District			4	5.5
		Department of Public Works			21	4.0
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	2.0
				OIC - Inter Municipal SR	1	5.0
	Inter Municipal Affairs		2	3.5		
	Inter Municipal Affairs			2	3.5	
	Planning and Building Department	Building Department	Bldg - Illegal Housing	2	0.5	
		Building Department		2	0.5	
	Planning and Building Department			2	0.5	
	Project Independence	Project Independence		PI - Caregiver Support	1	1.0
				PI - Health and Mental Health	2	0
				PI - Membership Registration	3	0
				PI - Miscellaneous	1	7.0
				PI - Snow Removal	1	4.0
				PI - Taxi Service	35	0
				PI - Taxi Service Cancellation	1	0
				PI - Taxi Service Complaint	1	0
		Project Independence		45	0.3	
		Project Independence			45	0.3
	WESTBURY			93	1.7	
	WILLISTON	Project Independence	Project Independence	PI - Taxi Service	2	0
			Project Independence		2	0
		Project Independence			2	0
	WILLISTON			2	0	
WILLISTON PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	0	
		Community Services		1	0	
	Community Services			1	0	
	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0	
		Cat Shelter		1	0	
	Department of Public Safety			1	0	

# **Town of North Hempstead Service Requests via 311 - by Community**

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
WILLISTON PARK	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	2	10.5
		Highway Department		2	10.5
		Street Lighting District	Street Light - Light Out (Single)	1	2.0
		Street Lighting District		1	2.0
	Department of Public Works			3	7.7
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs			1	0
	Project Independence	Project Independence	PI - Food and Hunger	2	1.0
			PI - Health and Mental Health	1	11.0
			PI - Membership Registration	3	0
			PI - Miscellaneous	6	5.2
			PI - Program Registration	7	1.7
			PI - Taxi Service	47	0
			PI - Taxi Service Cancellation	3	0
			Project Independence		69
	Project Independence			69	0.8
	Solid Waste Management	Solid Waste Management	SWMA - Long Island Green Homes	2	0
		Solid Waste Management		2	0
	Solid Waste Management			2	0
	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0
		Supervisor's Office		1	0
	Supervisor's Office			1	0
WILLISTON PARK				78	1.0
carle place	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	20.0
		Highway Department		1	20.0
	Department of Public Works			1	20.0
carle place				1	20.0
garden city park	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	2.0
		Parking Enforcement		1	2.0
	Department of Public Safety			1	2.0
garden city park				1	2.0
great neck	Planning and Building Department	Building Department	Bldg - Illegal Housing	1	0
		Building Department		1	0
	Planning and Building Department			1	0
	Project Independence	Project Independence	PI - Caregiver Support	1	6.0
		Project Independence		1	6.0
	Project Independence			1	6.0
great neck				2	3.0

# **Town of North Hempstead Service Requests via 311 - by Community**

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
herricks	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	3	23.3
		Highway Department		3	23.3
	Department of Public Works			3	23.3
herricks				3	23.3
manhasset	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0
			Hwy - Pothole Filled Without Request	2	1.0
			Hwy - Snow and Ice Control	1	1.0
			Hwy - Street Sign - Repair / Replace	1	2.0
		Highway Department		5	1.0
	Department of Public Works			5	1.0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	2	0
			SupV - Helicopter	1	0
		Supervisor's Office		3	0
	Supervisor's Office			3	0
manhasset				8	0.6
mineola	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
mineola				1	0
new cassel	Department of Public Works	Highway Department	Hwy - Street Drainage / Flooding	1	1.0
		Highway Department		1	1.0
	Department of Public Works			1	1.0
new cassel				1	1.0
port washington	Department of Public Works	Highway Department	Hwy - Pothole Filled Without Request	12	1.2
			Hwy - Snow and Ice Control	1	0
			Hwy - Street Sign - New Request	1	0
			Hwy - Street Sign - Repair / Replace	7	22.9
		Highway Department		21	8.3
		Street Lighting District	Street Light - Light Out (Single)	3	5.7
		Street Lighting District		3	5.7
		Department of Public Works			24
	Project Independence	Project Independence	PI - Miscellaneous	1	4.0
		Project Independence		1	4.0
	Project Independence			1	4.0
	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0
		Supervisor's Office		1	0
Supervisor's Office			1	0	
port washington				26	7.5

# Town of North Hempstead Service Requests via 311 - by Community

January 2012

City	Department Description	Group Description	Type Description	Count	Response Days
roslyn	Department of Public Works	Highway Department	Hwy - Snow and Ice Control	1	1.0
		Highway Department		1	1.0
	Department of Public Works			1	1.0
roslyn				1	1.0
roslyn heights	Department of Public Works	Street Lighting District	Street Light - Cycles On / Off	1	22.0
		Street Lighting District		1	22.0
	Department of Public Works			1	22.0
	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
roslyn heights				2	11.0
	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	2.0
		Adminstrative Services		1	2.0
	Adminstrative Services			1	2.0
	Community Services	Community Services	CommSvc - Misc SR	4	4.5
		Community Services		4	4.5
	Community Services			4	4.5
	Department of Public Safety	Animal Shelter	Animal Sh - Call Back	2	3.0
			Animal Sh - Dog Adoption	46	0
			Animal Sh - Found Animal	1	0
			Animal Sh - Surrender a dog	1	0
		Animal Shelter		50	0.1
		Cat Shelter	Cat Shelter - Call Back	11	4.2
			Cat Shelter - Feral Cats	1	6.0
		Cat Shelter		12	4.3
		Code Enforcement	Code - Call Back Request	50	0.7
			Code - Property Violations Search	172	5.5
			Code - Signs	2	5.0
		Code Enforcement		224	4.5
		Parking Enforcement	Prkg Enfrc - Call Back Request	7	5.6
		Parking Enforcement		7	5.6
	Department of Public Safety			293	3.7
	Department of Public Works	Highway Department	Hwy - Call Back Request	11	0
			Hwy - Informational	1	0
			Hwy - Miscellaneous	1	0
			Hwy - Pothole	1	6.0
		Highway Department		14	0.4



# Town of North Hempstead Service Requests via 311 - by Community

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City	Department Description	Group Description	Type Description	Count	Response Days
	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	0
			Street Light - Mark Out	1	13.0
			Street Light - Misc Problems	1	0
		Street Lighting District		3	4.3
	Department of Public Works			17	1.1
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	0.3
		Inter Municipal Affairs		3	0.3
	Inter Municipal Affairs			3	0.3
	Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	3	0
			Park - Disabled Youth Recreation Program	1	0
			Park - Park Facilities Maintenance	11	2.5
			Park - Park Lights	1	1.0
			Park - Park Permit Application Request	14	0
		Parks and Recreation Department		30	0.9
	Parks and Recreation Department			30	0.9
	Planning and Building Department	Board of Zoning Appeals	BZA - Questions needing Answers	2	1.0
		Board of Zoning Appeals		2	1.0
		Building Department	Bldg - Construction Complaint	1	0
			Bldg - General Question Needs Answers	79	2.0
			Bldg - Permit Question Needs Answers	13	3.5
		Building Department		93	2.2
		Planning Department	Planning - Call Back Request	3	0.3
		Planning Department		3	0.3
	Planning and Building Department			98	2.1
	Project Independence	Project Independence	PI - Call Back Request	33	1.4
			PI - Membership Registration	1	0
			PI - Program Registration	1	0
			PI - Taxi Service	11	0
			PI - Taxi Service Cancellation	1	0
			PI - Taxi Service Complaint	1	3.0
		Project Independence		48	1.0
Project Independence			48	1.0	
Receiver of Taxes	Receiver of Taxes	Tax - Call Back Request	2	0	
		Tax - Tax Bill Change	15	0	
	Receiver of Taxes		17	0	
Receiver of Taxes			17	0	
Solid Waste Management	Solid Waste Management	SWMA - Call Back	8	0.5	
	Solid Waste Management		8	0.5	
Solid Waste Management			8	0.5	
Supervisor's Office	311 Call Center	311 - SR Constituent Follow-up	38	0	
	311 Call Center		38	0	

# **Town of North Hempstead Service Requests via 311 - by Community**

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City	Department Description	Group Description	Type Description	Count	Response Days
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
			SupV - Damage Assessment	1	0
			SupV - Helicopter Nassau	2	0
			SupV - Thank You from Constituent	1	0
	Supervisor's Office		5	0	
	Supervisor's Office		43	0	
				562	2.5
Summary				3,841	1.7